

Configuring Outlook 2003 for Home Use

Instructions for NASA Headquarters Personnel

Requirements:

1. Microsoft Office 2003 CD from the Software Library
2. A dial-up or broadband connection to the Internet
3. A NASA Email (HEMI) account
- 4a. Windows XP with Service Pack 1 and RCP Hotfix
- or
- 4b. Windows XP with Service Pack 2 only

Information about Requirements:

- ✓ You must have Outlook 2003 installed on your computer. If you do not have Outlook 2003, please contact the HELP desk at 358-HELP or service@hq.nasa.gov and request “a Microsoft Office 2003 CD for home use.” This CD contains Outlook 2003. You will be contacted by the Software Library when your CD is ready for pick up or the CD can be mailed to you.
- ✓ You must be able to connect to the Internet to perform the required setup. If you can not connect to the Internet, you will need to bring your laptop or computer to a location where you can do so.
- ✓ A NASA email address. If you do not have a NASA email address, your IT POC will be able to make this request for you. If you do not know who your IT POC is, please check here:
<http://www.hq.nasa.gov/office/codec/codeci/help/pocs/genpocs.xls>
- ✓ Windows XP with Service Pack 1 and RCP Hotfix, or Windows XP with Service Pack 2 is required for setup.
 - If you do not have Windows XP, you will need to purchase a copy. The software library does not have licenses for, and does not have permission to issue, copies of Operating Systems such as Windows XP.
 - If you have Service Pack 1, you will need to download the RCP Hotfix from
<http://www.microsoft.com/downloads/details.aspx?FamilyId=8670CFF6-3D95-496E-8DF4-13D8F38715FA&displaylang=en>
 - If you have Service Pack 2, you will not need to download the RCP Hotfix.

Pre-Configuration Check

Perform the steps below to ensure that you are using Windows XP Operating System and you have installed Service Pack 1 or greater.

1. Check the version of the Operating System (“OS”) by clicking on the Start Menu and choosing the menu item “**Run...**” If “**Run...**” is unavailable, choose “**Command Prompt**” instead.

2. When the Run command prompt appears (**Figure 1**, below) type the command “WINMSD” on the Start/Run command and click the OK button.

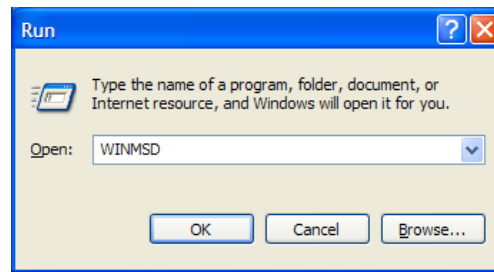


Figure 1

3. The System Information dialog box will appear. Click on the item System Summary (circled in yellow in **Figure 2**, below). On the right side of the screen, you will see the OS Name and Version (circled in red). Windows XP Professional with Service Pack 1 or higher should be listed. Close Window when complete.

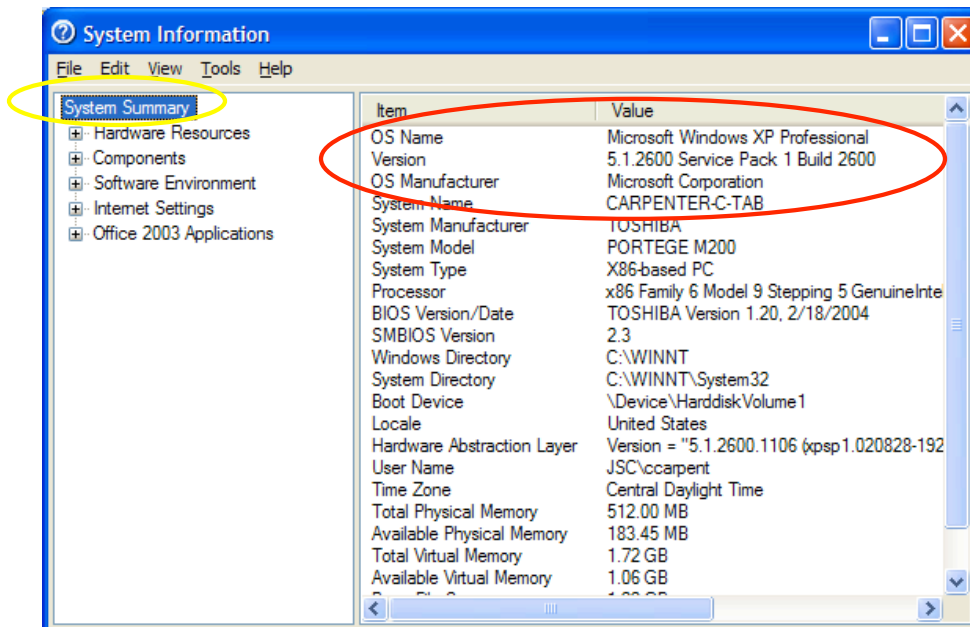


Figure 2

4. In addition, if you have Service Pack 1 installed, you will need to install the "RCP Hotfix" named **Q331320_WXP_SP2_x86_ENU**. You must download and execute this hotfix before proceeding.
- ★ Please Note: If you have Service Pack 2 for Windows XP installed, you will **NOT** need to install the RPC Hotfix.
- a. The RCP Hotfix can be found at:
<http://www.microsoft.com/downloads/details.aspx?FamilyId=8670CFF6-3D95-496E-8DF4-13D8F38715FA&displaylang=en>
 - b. On this Web page, click the **Download** button
 - c. Click **Open** or **Run this program from its current location** to execute

Configuration Instructions

You are now ready to begin configuring Outlook for your HEMI account.

1. Click the **Start Menu**, and then click on the menu item **Control Panel**.
2. If Control Panel is in Category view, click the **Switch to Classic View** link on the left column of the control panel window. The screen should resemble **Figure 3**, below. **Double-click** the **Mail** control panel (circled in red in the figure below).

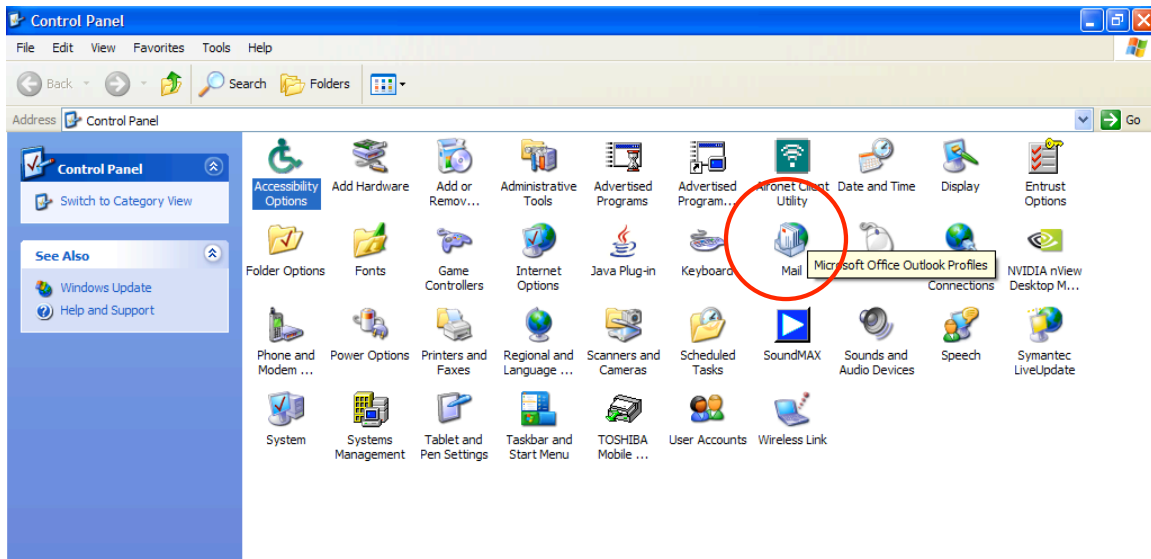


Figure 3

3. Click on the “E-mail Accounts...” tab.

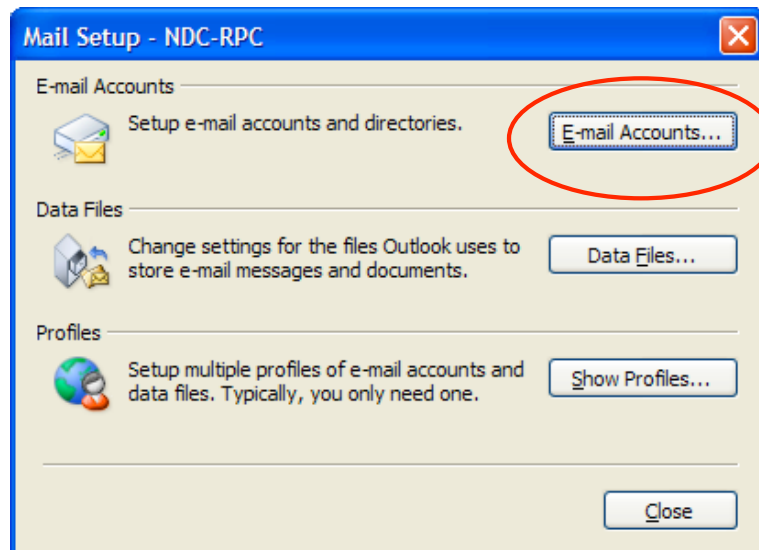


Figure 4

4. Make sure that the "Add a new e-mail account" radio button is selected (see **Figure 5**, next page). Click on the **Next** button.

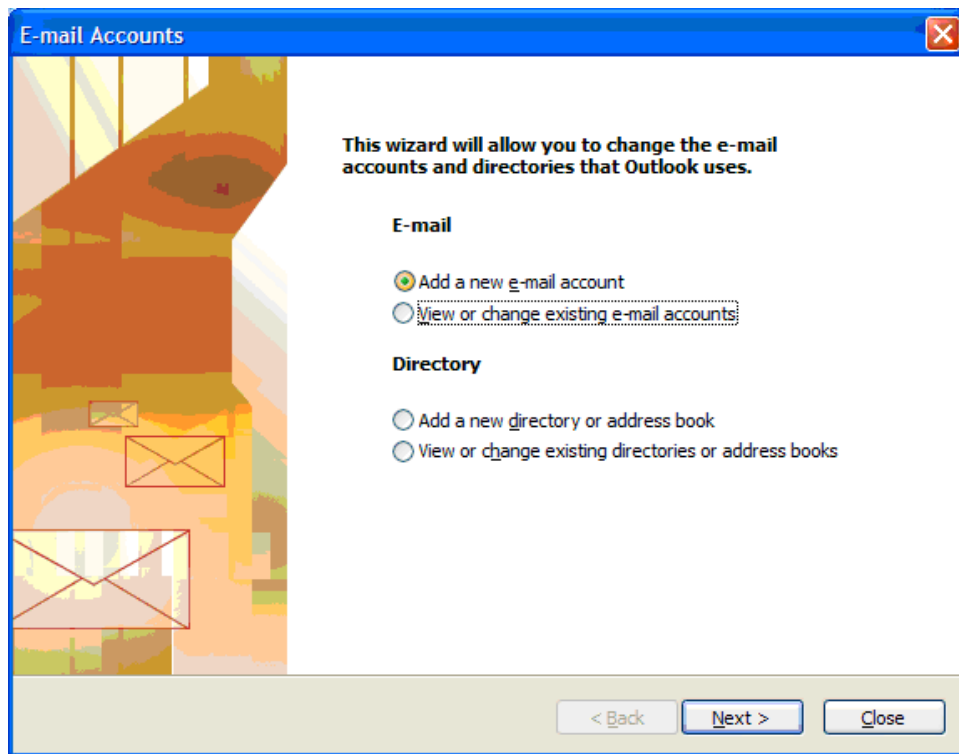


Figure 5

5. If prompted, make sure that the "Microsoft Exchange Server" radio button is selected and click on the **Next** button.
6. If your email account has already been setup (or partially set up), you may get prompted to enter in your User name and password (**Figure 6**). This is the same username and password that you use to log into the HQ domain and to HEMI on your office workstation at HQ. If you are prompted with this dialog box, enter in your username and password. Make sure that you prefix your username with your domain name. In this example, it would be hq\jmcmanus. If you do not see this prompt, skip this step and go to Step 9.

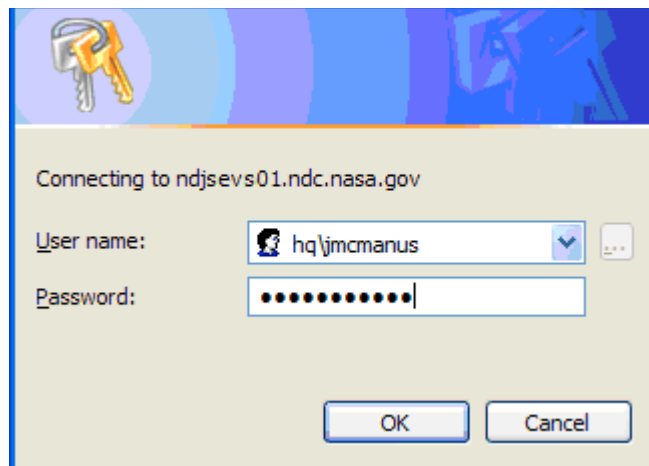


Figure 6

7. The "E-Mail Accounts" window will appear (**Figure 7**, next page). Look for an item in the box on the right labeled "Microsoft Exchange Server." If it appears on the list, click once on it to highlight it, and then click the "Change..." button (circled in red on the figure). [Note: If "Microsoft Exchange Server"

does not appear in the list, click the Add button, and select "Microsoft Exchange Server" in the next window that appears.]

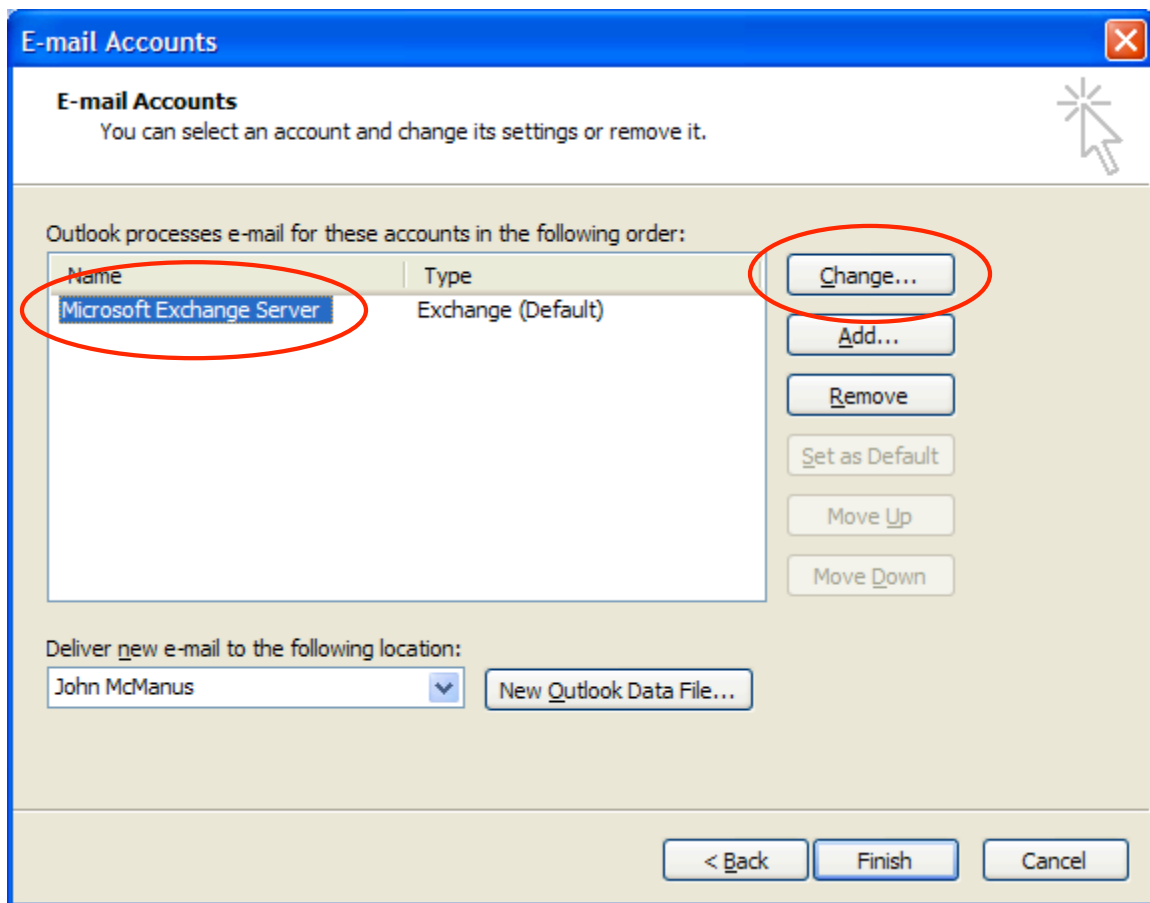


Figure 7

8. If "Microsoft Exchange Server" appears on the list, select it and click the "**C**hange..." button. If "Microsoft Exchange Server" does not appear on the list, click the **A**dd button, and select "Microsoft Exchange Server" in the next window that appears.
9. The "E-Mail Accounts" window will open, with several items to be completed (see **Figure 8**, next page). In the field labeled "*Microsoft Exchange Server:*" type in the following server name precisely:

ndjsevs01.ndc.nasa.gov

Make sure the "*Use Cached Exchange Mode*" box is selected so that it shows a checkmark (✓).

In the "*U*ser Name:" field, type your name in the "lastname, firstname" format. Do NOT "Check Name" at this point because there are more settings that need to be changed.

Click on the button labeled "**M**ore Settings"

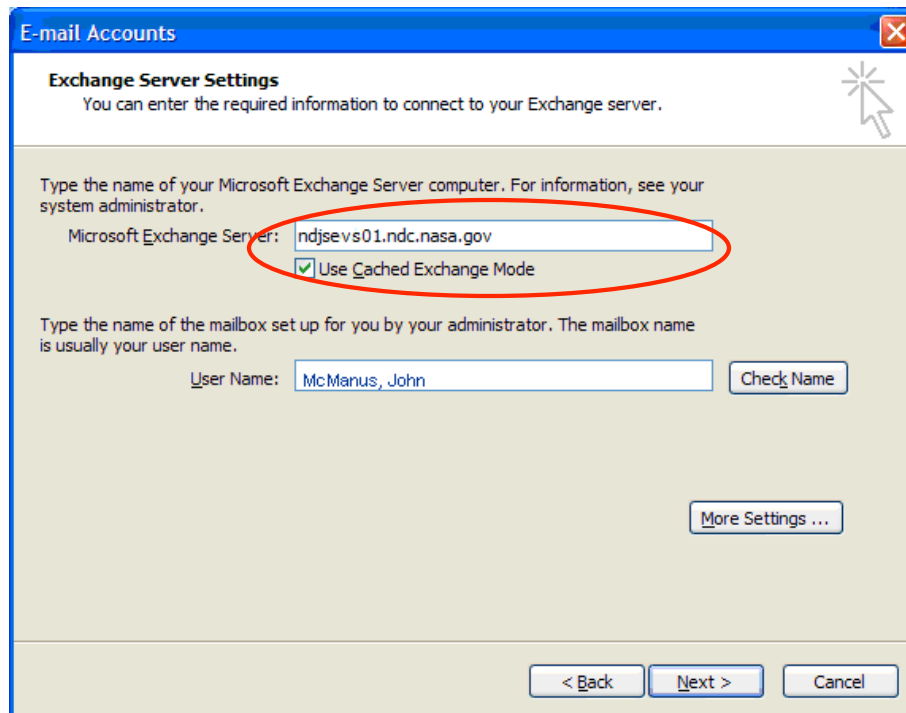


Figure 8

10. If you receive a message saying, "The connection to the Microsoft Exchange Server is unavailable," click "**OK**."
11. If you receive a message saying "Once the names have been checked and are underlined, click OK" click "**Cancel**"
12. The "Microsoft Exchange Server" dialog box will appear (**Figure 9**). The first tab you will see is the **General** tab. Type in the name that you wish to call this connection. You can name it anything you want. For example, you might want to name it "Microsoft Exchange Server for HQ".

Make sure the radio button "Automatically detect connection state" is selected".

Keep the default "30 Seconds Until Server Connection Timeout".

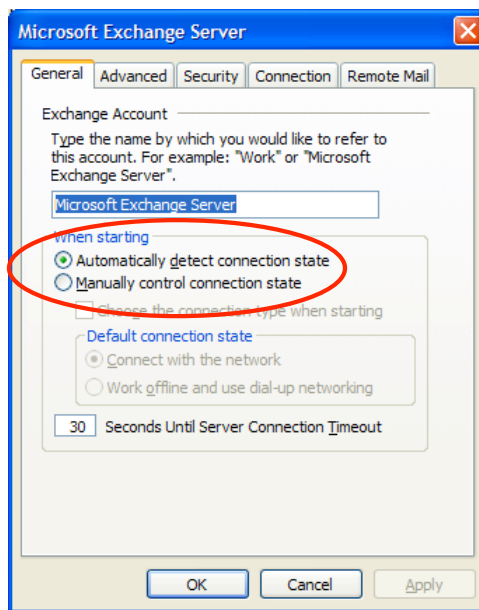


Figure 9

13. Click on the next tab, labeled “**Advanced.**” Advanced options will be displayed (**Figure 10**). Make sure the “Use Cached Exchange Mode” box selected so that it shows a checkmark (✓).

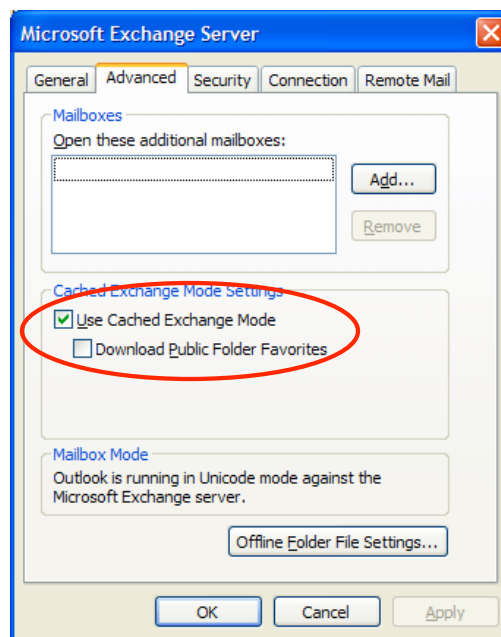


Figure 10

14. Click on the next tab, labeled “**Security.**” On the Security Tab (**Figure 11**), look for the “Logon network security:” field. Click the down arrow in this field to display a list of choices, and select “**Kerberos/NTLM Password Authentication**”.

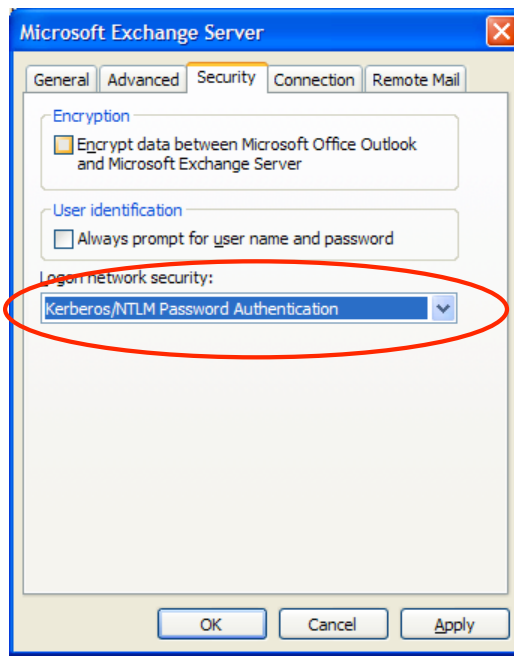


Figure 11

15. Click the “**Connection**” tab. Under the “**Connection**” Tab (**Figure 12**), make sure the “Connect using my Local Area Network (LAN)” radio button is **selected**.

Make sure the “Connect to my Exchange mailbox using HTTP” checkbox is **selected**.

Click on the “**E**xchange Proxy Settings...” button.

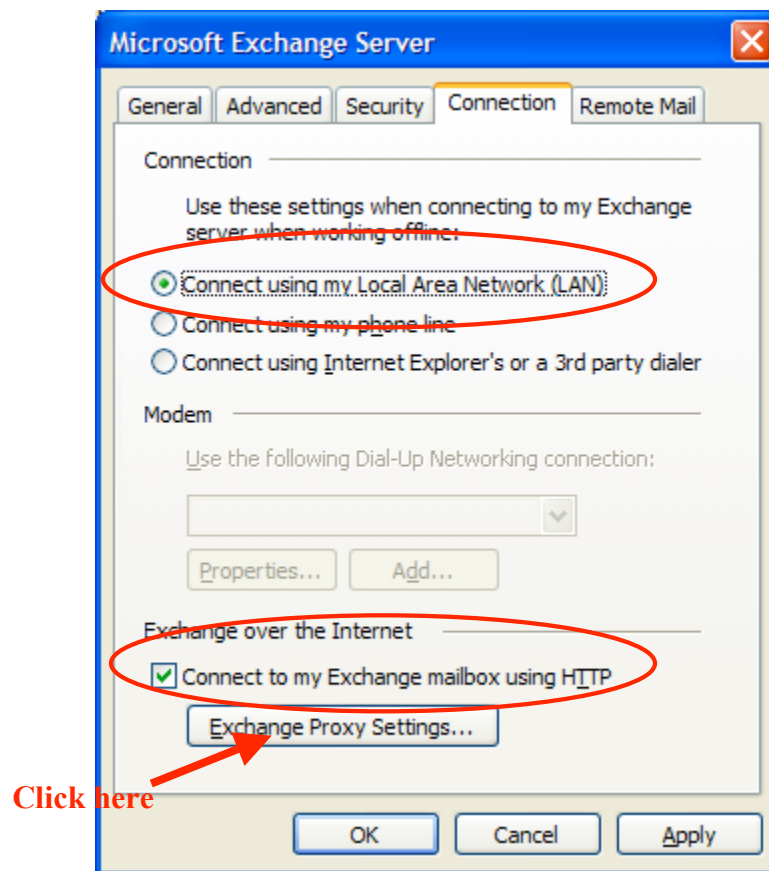


Figure 12

16. Click on the “Exchange Proxy Settings...” field. The "Exchange Proxy Settings" dialog box will appear (Figure 13, next page).

In the “Connection settings” group, “Use this URL to connect to my proxy server for Exchange:” field, type in the https:// field the following: **mail01.ndc.nasa.gov**

The “Connect using SSL only” checkbox should be **checked** (it may be grayed out).

Make sure the “Mutually authenticate the session when connecting with SSL” is **unchecked**.

Make sure “On fast networks, connect using HTTP first, then connect using TCP/IP” is **checked**.

Make sure “On slow networks, connect using HTTP first, then connect using TCP/IP” is **checked**.

In the “Use this authentication when connecting to my proxy server for Exchange:” field, make sure the drop down selected is “**Basic Authentication.**”

Click the **OK** button to save these settings. You will be returned to the Microsoft Exchange Server configuration window.

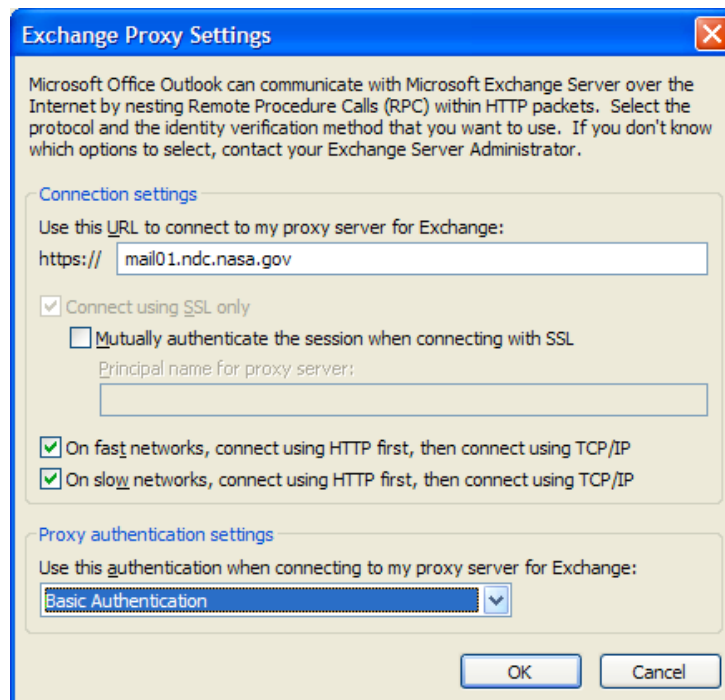


Figure 13

17. Click the "**Remote Mail**" tab. (Figure 14, next page). Make sure the "Process marked items" is **selected**.

Click the **OK** button to save all settings.

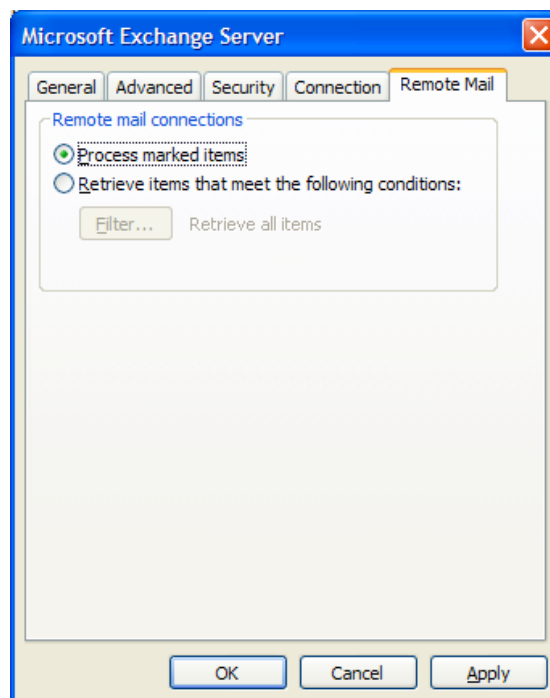


Figure 14

18. Be sure to choose "Close" or "Finish" to all open windows.

19. Start Outlook and you should be prompted to connect to your HEMI e-mail by entering your account name and password. (Remember to precede your account name with "hq\" such as "hq\jdoe".)

If these instructions do not allow you to connect properly to your HEMI e-mail, or if you have any other questions regarding receiving HEMI e-mail at home, please contact the IT Help Desk at 358-HELP (4357), 1-866-4NASAHQ (462-7247), <mailto:service@hq.nasa.gov> or <http://www.odin.lmit.com/hq/helpdesk/servreqform.cfm>.

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Updated by Richard Arnold, SAIC/ISEM, HQ on 1-9-2006
Updated by Heather Osterman and Richard Arnold, SAIC/ISEM, HQ on 3-27-2006